

232290

**Duke, Daphne**

**From:** Purvis, Melissa  
**Sent:** Thursday, September 15, 2011 3:16 PM  
**To:** Duke, Daphne  
**Subject:** FW: Rate Increase Request for Carolina Water Service

**Melissa R. Purvis**  
**Public Service Commission of SC**  
**Office Of The Commissioners**  
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Columbia, South Carolina 29210  
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[melissa.purvis@psc.sc.gov](mailto:melissa.purvis@psc.sc.gov)

RECEIVED

SEP 15 2011  
MAIL/DMS

**From:** Donna Bordeaux [<mailto:donna@yourcpapartners.com>]  
**Sent:** Thursday, September 15, 2011 3:11 PM  
**To:** Chairman.Howard; ViceChairman.Wright; Commissioner.Mitchell; Commissioner.Fleming; Commissioner.Hamilton; Commissioner.Hall; Commissioner.Whitfield  
**Subject:** Rate Increase Request for Carolina Water Service

I strongly disagree with the request for rate increases for the Carolina Water Service utility for Lake Wylie/River Hills. I have lived here for over 5 years now and have had several issues with Carolina Water Service ("CWS") and have seen a continual decline in equipment condition with no upgrades and poor customer service.

Two years ago, I had a pipe leak at the point where the water line went into my house. This leak was fixed within a week of it being detected and my water bills totaled over \$1800. When I contacted CWS to discuss the problem and let them know that it had been fixed as soon as I realized a problem, they were unwilling to make any concessions on the bills and threatened to shut my water off unless the bills were paid.

On a recent bill that was received last week, they had a notice that they discovered that their customers were overcharged from two years ago and were issuing a small refund. This seems to be a very timely adjustment since they are currently asking for an increase.

After continuous requests by representatives of our community, CWS has failed to produce evidence of the costs and revenues from our Lake Wylie system as a single unit. They claim they cannot produce this information separate from all other CWS systems. As a CPA, I find it hard to believe that a company of this size does not know their profit per unit. If they do not know this information, how do they justify asking for a rate increase? I believe this information is purposely withheld because it would show just how much our Lake Wylie community is overcharged and how we are funding all of the other systems that they manage. Our rates are consistently higher than any other municipal water service or even other units run by CWS. Their rate request should be denied.

If you would like any further information, I would be happy to discuss this issue with you further.

Your CPA Partners,

*Donna*

Donna L. Bordeaux, CPA  
Certified Public Accountant



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## Gates, Nina

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